

MENTAL HEALTH ASSOCIATION OF ORANGE COUNTY

JOB DESCRIPTION

TITLE: SSI OUTREACH SPECIALIST

SUMMARY:

Under the supervision of the SSI Program Director, the Outreach Specialist is responsible for assisting consumers in applying for SSI/SSDI benefits, for maintaining accurate program and statistical information.

REPORTING RELATIONSHIPS:

This position reports to the SSI Outreach Program Director.

STATUS: Full-time, Non-Exempt

RESPONSIBILITIES:

Essential:

1. Assist multi-cultural, severely mentally ill consumers who are unable to work due to mental illness in applying for Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI)
2. Learn and understand Social Security eligibility and disability requirements, and “manage caseload” of disability cases
3. Gather and compile records, review and identify discrepancies, problem-solve and gather further evidence as needed
4. Conduct interviews to find out about client disability, functional limitations, medical history, work history and how illness affects employability
5. Assist client and often family with completing Social Security questionnaires: ie: Adult Function Report, Third Party Questionnaire, Medical History, Work History (construct accurate work history to support claim), additional forms requested by SSA (i.e. proof of citizenship, financial documents, etc.)
6. Collaborate with applicant’s family, doctors, care coordinators, hospitals, clinics, Social Security Administration, INS, and other government agencies
7. Drive to meet claimants at various clinics, hospitals, board and care facilities as needed
8. Assist in coordinating a representative payee as needed
9. Prepare consumer for approval: advise consumer reporting requirements and linkage to community resources to maintain benefits (avoid overpayment, cutoffs and losing benefits)
10. Assist consumer at approval: document updates, appointments, assist client to understand SSI/SSDI amounts, sources, conversion from SSI to SSDI, and ensuring client is in pay.
11. Assist at the Appeal “Reconsideration” level if claim denied
12. SSI Outreach may assist with a Hearing as designated non Attorney Representative
13. Provide support, encouragement and case management services as needed

Secondary:

1. Attend program and agency staff meetings as required
2. Perform other duties as assigned or required

QUALIFICATIONS:

1. A bachelor's degree in social/human services, sociology, or other behavioral science OR two years of progressively responsible social work experience in a public or private social services agency, OR comparable knowledge and experience with major mental illness
2. Compassion and patience to work with severely mentally ill clients
3. Understanding and sensitivity to work with multicultural clients and their families
3. Proficient communication skills (written and verbal)
4. Proficient computer skills: Word and internet
5. Excellent organization, follow-up and problem-solving skills
6. Ability to interact with doctors, social workers, hospitals, clinics, Social Security Administration, INS, and other government agencies to gather records as needed
7. Possession of a valid driver's license and a driving record acceptable to MHA standard, and willing to drive to different locations in Orange County (occasional)

PHYSICAL DEMANDS:

1. Sit in a stationary position at least 90% of the time.
2. Frequently move about the office to access file cabinets, office machinery, etc.
3. Ability to operate a computer and other office productivity machines, such as a multi-line phone system, calculator, copy machine, fax machine, scanner, and computer printer.
4. Must have the physical dexterity to type at minimum 50 WPM.
5. Ability to lift up to 20 lbs.
6. Communicate daily with Consumers, staff and outside resources that have inquiries; must be able to exchange accurate information in these situations.

The Mental Health Association of Orange County is an equal opportunity employer. We encourage all qualified job applicants to apply for open positions regardless of race, color, gender, national origin, age, religion, creed, disability, veteran's status, sexual orientation, gender identity or gender expression, or any other legally protected status.